

## CORE- Mailroom Monthly Score Card

### Purpose:

Each month a score card must be completed regarding performance standards that have been set in place by the State of Iowa. The score card is a spreadsheet that is located in Core's folder that is used to track whether or not a performance standard was met and by how well it was met. It is important that these performance standards are met each month.

### Identification of Roles:

Operations Team Lead – complete the monthly score card

Operations Coordinator and Operations Manager – operate as a backup for completing the monthly score card

Systems Support – produces report from provided mailroom statistics

### Performance Standards:

Provide monthly performance monitoring report card within ten (10) business days of the end of the reporting period.

### Path of Business Procedure:

Step 1: Items on score card

- a. Keying accuracy
- b. Timeliness of data entry
- c. Timeliness of scanning documents
- d. Timeliness of returning claims back to Providers
- e. Producing statistics reports
- f. Providing access to documents that have been scanned.

Step 2: Compiling supporting documentation

- a. Keying accuracy is found in the Transform Exchange Console (TEC) Reports within Transform Manager.
- b. The timeliness of data entry comes from the Upload Age spreadsheet which is created from the Show Claim Age by Upload Date Range report within Transform Manager.
- c. The Inventory Spreadsheet is used when reporting on timeliness of scanning documents.
- d. The timeliness of returning claims back to providers comes from the CORE Mailroom RTP Prescreen Timeliness Summary report within Report Services.

- e. Producing statistics reports is found in Share Point.
- f. Providing access to imaged documents does not have supporting documentation

Step 3: Indicate the appropriate points for each item on the score card

- a. Providing access to imaged documents is always scored at zero.

Step 4: A member of the Systems Team compiles the scores from all of the Core Unit Teams prior to them being supplied to the State of Iowa.

### **Forms/Reports:**

TEC Report Exchange 7 report– created monthly

TEC Report Exchange 8 report- created monthly

Show Claim Age by Upload Date Range report- created monthly

Upload Age Spreadsheet- created monthly

Inventory Spreadsheet- created daily

CORE Mailroom RTP Prescreen Timeliness Summary report- created monthly

CORE Monthly Scorecard by Functional Area- created monthly

### **RFP References:**

5.1.4.2.2 – 5.1.4.2.4 and 5.1.4.3.2

### **Interfaces:**

None

## Attachments:

Upload Age Spreadsheet

DAILY	DO NOT ENTER IN THE YELLOW		
	1-Jul	2-Jul	6-Jul
met standard			
HCFA			
Pt B xover			
UB			
Pt A xover			
Dental			
TMC			
Total	0	0	0
did not meet standard			
HCFA			
Pt B xover			
UB			
Pt A xover			
Dental			
TMC			
Total	0	0	0
Percent that met standard (98%)			
HCFA			
Pt B xover			
UB			
Pt A xover			
Dental			
TMC			
Total			
MONTHLY	Jul '10	Aug '10	Sep '10
Total claims that met standard			
HCFA	0	0	0
Pt B xover	0	0	0
UB	0	0	0
Pt A xover	0	0	0
Dental	0	0	0
TMC	0	0	0
Total	0	0	0
Total claims that did not meet standard			
HCFA	0	0	0
Pt B xover	0	0	0
UB	0	0	0
Pt A xover	0	0	0
Dental	0	0	0
TMC	0	0	0
Total	0	0	0
Percent that met standard (98%)			
HCFA			
Pt B xover			
UB			
Pt A xover			
Dental			
TMC			
Total			

Inventory Spreadsheet (Page 1 of 2)

	1-Oct	4-Oct
<b>Verification</b>		
<b>CMS-1500</b>		
Beginning inventory		
Estimated receipts		
Actual upload		
Ending inventory		
Calendar date of oldest Julian		
Volume of oldest date		
Volume > 5 days		
% of volume > 5 days		
<b>UB</b>		
Beginning inventory		
Estimated receipts		
Actual upload		
Ending inventory		
Calendar date of oldest Julian		
Volume of oldest date		
Volume > 5 days		
% of volume > 5 days		
<b>Dental</b>		
Beginning inventory		
Estimated receipts		
Actual upload		
Ending inventory		
Calendar date of oldest Julian		
Volume of oldest date		
Volume > 5 days		
% of volume > 5 days		
<b>TMC</b>		
Beginning inventory		
Estimated receipts		
Actual upload		
Ending inventory		
Calendar date of oldest Julian		
Volume of oldest date		
Volume > 5 days		
% of volume > 5 days		
<b>Part A crossover</b>		
Beginning inventory		
Estimated receipts		
Actual upload		
Ending inventory		
Calendar date of oldest Julian		
Volume of oldest date		
Volume > 5 days		
% of volume > 5 days		
<b>Part B crossover</b>		
Beginning inventory		
Estimated receipts		
Actual upload		
Ending inventory		
Calendar date of oldest Julian		
Volume of oldest date		
Volume > 5 days		
% of volume > 5 days		
<b>TOTAL BEGINNING INVENTORY</b>	0	
<b>TOTAL &gt; 5 DAYS</b>	0	0
<b>% CLAIMS &gt; 5 DAYS</b>		

Inventory Spreadsheet (Page 2 of 2)

<b>Rescan</b>		
Inches of singles		
Inches of not singles		
<b>Total estimated claims</b>		
Oldest claim date to scan		
Inches of Correspondence		
<b>Correspondence page volume</b>	0	0
Oldest corr date to scan		
<b>Scanning</b>		
Inches of singles		
Inches of not singles		
<b>Total estimated claims</b>		
Oldest claim date to scan		
Inches of Correspondence		
<b>Correspondence page volume</b>	0	0
Oldest corr date to scan		
<b>Classification</b>		
Singles (actual)		
Not singles (pages)		
<b>Estimated number of claims</b>		
Oldest date to classify		
Number of pages in oldest date		
<b>Rejects &amp; RTP</b>		
Previous day's rejects		
Estimated rejects to pull		
Oldest report run date		
Estimated RTP count		
Oldest claim date to return		
<b>Age of oldest uploaded</b>		
HCFA		
Part B Xover		
UB		
Part A Xover		
Dental		
TMC		
<b>Total Daily Upload</b>	0	0
Did inventory		
Verified inventory		

Iowa Department of Human Services  
Iowa Medicaid Enterprise (IME)  
CORE Mailroom

CORE Monthly Score card by Functional Area

PERFORMANCE MEASUREMENT	SCORING RULES	POSSIBLE POINTS	POINTS RECEIVED
<b>FINANCIAL</b>			
Not applicable for this scorecard			
<b>CUSTOMER</b>			
Maintain at least a ninety-five percent (95%) keying accuracy rate for data entered documents.	Award 20 points if the performance measure is met Award 10 points for 94-93% accuracy Award 5 points for 92-91% accuracy Award zero (0) points for anything under 91% accuracy	20	
<b>INTERNAL BUSINESS PROCESSES</b>			
Data enter ninety-eight percent (98%) of all hard copy claims and adjustment/void requests within five (5) business days of receipt.	Award 25 points if the performance standard is met. Award 20 points if 97-96% of claims are entered w/in 5 days Award 15 points if 95-94% of claims are entered w/in 5 days Award 10 points if 93-92% of claims are entered w/in 5 days Award zero (0) points if anything lower than 92% is entered w/in 5 days	25	
Log, image and assign a unique control number to every claim, attachment, adjustment/void, prior authorization and other documents submitted by providers within one (1) business day of receipt.	Award 15 points if the performance standard is met Award 10 points for 2 days Award 5 points for 3 days Award zero (0) points for anything older than 3 days	15	
Return hard copy claims that fail the prescreening process within one (1) business day of receipt.	Award 15 points if the performance standard is met Award 10 points for 6 days Award 5 points for 7 days Award zero (0) points for anything older than 7 days	15	
Produce and provide to DHS all daily, weekly and monthly claims entry statistics reports within one (1) business day of production of the reports.	Award 10 points if the performance standard is met Award 5 points if provided in 2 days Award zero (0) points if not provided w/in 2 days	10	
Provide access to imaged documents to all users within one (1) business day of completion of the imaging. Response time for accessing imaged documents at the desktop must not exceed ten (10) seconds.	Award 15 points if the performance standard is met Award 10 points if 2 days Award 5 points if 3 days Award zero (0) points if access takes more than 3 days	15	
<b>LEARNING &amp; GROWTH</b>			
Not applicable for this scorecard			
<b>TOTAL POINTS</b>		<b>100</b>	<b>0</b>